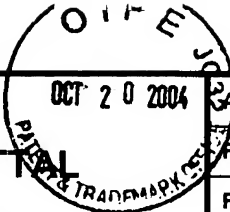


TRANSMITTAL FORM

(to be used for all correspondence after initial filing)



Application Number 10/007,832
 Filing Date 11/05/2001
 First Named Inventor Paul Bette, et al.
 Group Art Unit 2114
 Examiner Name Damiano, Anne L

RECEIVED

OCT 20

Total Number of Pages in this Submission 6

Attorney Docket Number 2000-0587

Technology Center 2100

Enclosures (check all that apply)

- ☐ Fee Transmittal Form
☐ Fee Attached
☒ Amendment / Response
☐ After Final
☐ Affidavits / Declaration(s)
☐ Extension of Time Request
☐ Express Abandonment Request
☐ Information Disclosure Statement
☐ Certified Copy of Priority Document(s)
☐ Response to Missing Parts under 37 CFR 1.52 or 1.53
☐ Response to Missing Parts/Incomplete Application

- ☐ Assignment & Recordation Cover Sheet
☐ Drawing(s) & Letter to Official Draftsman
☐ Licensing-related Papers
☐ Petition to the Commissioner
☐ Petition to Convert a Provisional Application
☐ Authorization to Act in a Representative Capacity; Change of Correspondence Address
☐ Terminal Disclaimer
☐ Request for Refund

- ☐ After Allowance Communication to Group
☐ Appeal Communications to Board of Appeals and Interferences
☐ Appeal Communications to Group (Appeal Notice, Brief, Reply Brief)
☐ Proprietary Information
☐ Status Letter
☒ Return Receipt Postcard
☐ CD, Number of CDs
☐ Additional enclosure(s) (please identify below)

Remarks

CORRESPONDENCE ADDRESS

☒ Customer Number or Bar Code Label

Customer Number - 26652

or ☐ Correspondence address below

NAME	Samuel H. Dworetzky		
ADDRESS	AT&T CORP. Room 2A-207 One AT&T Way		
CITY	Bedminster	STATE	New Jersey
COUNTRY	United States of America	ZIP CODE	07921
		FAX	908-532-1281

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

NAME	Gary H. Monka	Reg. #	35290
TELEPHONE	201-224-7957		
SIGNATURE		DATE	10/18/04

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage thereon as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date: 10/18/04

Type or Printed Name	Gary H. Monka		
Signature		Date	10/18/04

SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450



GP 2114
41

PATENT
AT&T IDS NO.: 2000-0587

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Paul Bette, et al.

Serial No.: 10/007,832

Filed: November 5, 2001

For: **METHODS OF PROACTIVE
MAINTENANCE BY AUTOMATIC
CREATION OF TROUBLE
TICKETS**

Examiner: Damiano, Anne L

Art Unit: 2114

RECEIVED

OCT 25 2004

Technology Center 2100

AMENDMENT AND RESPONSE TO OFFICE ACTION

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated August 3, 2004, please amend the above-identified application as follows.

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks begin on page 5 of this paper.